User Manual

for the

Civilian Primary Care Manager Panel Reassignment Application

v. 2.75.4

Document Draft Version 0.10

11 August 2004

Document History

Document Version	Revision Summary	Date
Draft 0.1	First draft for software version 2.73.003	September 2003
Draft 0.2	Minor revisions	October 2003
Draft 0.3	Revisions based on feedback from the developer	October 24, 2003
Draft 0.4	Revisions based on pending application changes (implementation of business rules)	October 27, 2003
Draft 0.5	Removed installation instructions	October 28, 2003
Draft 0.6	Revisions based on actual application changes (implementation of business rules)	December 19, 2003
Draft 0.7	Revised for application version 2.75.2.	March 31, 2004
Draft 0.8	Added Error Messages Appendix	April 13, 2004
Draft 0.9	Revised for application version 2.75.3: Removed "Environment" from all screen shots; clarified old to new HCDP Contractor Code explanation. Corrected From PCM selection screen shot. Added DEERS Support Center toll-free number.	April 28, 2004
Draft 0.10	Revised for application version 2.75.4: Updated mapping of old to new HCDP Contractor Codes.	11 August 2004

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1   Safeguarding the Confidentiality of Information

Only users authorized by the Defense Manpower Data Center (DMDC) may access the Civilian Primary Care Manager (PCM) Panel Reassignment Application. Furthermore, only authorized users may view information or be informed in any way of information available in the Civilian PCM Panel Reassignment Application. Every authorized user must safeguard the confidentiality of such information at all times to comply with the Privacy Act of 1974. Before leaving your PC unattended, be sure to close all DMDC Tools as well as the DMDC Tools toolbar. You can also lock your workstation for added security. See your system administrator for instructions.

2   Overview of the Civilian PCM Panel Reassignment Application

The Civilian PCM Panel Reassignment Application was developed by the Defense Manpower Data Center (DMDC). The application is a component of DMDC Tools, which is a collection of software applications used to access and modify data in the Defense Enrollment Eligibility Reporting System (DEERS).

The Civilian PCM Panel Reassignment Application is a companion application to the Defense Online Enrollment System (DOES) that allows Health Services and Support Contractors (HSSCs) to perform mass reassignments for enrollees of a civilian Primary Care Manager (PCM). Mass reassignment is necessary when a PCM moves to a new location or when a PCM leaves the network and all of the PCM's patients (the PCM's "panel") must be assigned to a PCM within the network.

To perform a panel reassignment, a user queries a database to select the PCM whose panel is to be reassigned, similarly selects the PCM to whom the panel is to be reassigned, and then initiates the reassignment. A batch process completes the reassignment at regularly scheduled intervals. The user can view and cancel pending reassignment requests and can view historical requests.

3   Accessing the Civilian PCM Panel Reassignment Application

Access the Civilian PCM Panel Reassignment Application from the DMDC Tools toolbar. Follow the instructions in the following sections to start DMDC Tools, log in, and start the Civilian PCM Panel Reassignment Application.

3.1   Starting DMDC Tools

To start DMDC Tools, double-click the DMDC Tools icon on your desktop.

> **Note:** You can also start DMDC Tools from the Windows Start menu. For example:
> Start → Programs → DoD Applications → DMDC Tools.
> (Your path may be different.)

If the DMDC Tools icon is not on your desktop or on your Start menu, contact your system administrator for help.

When you start the program, the DMDC Tools splash screen appears for a few seconds, and then the DEERS Login dialog box appears.

3.1.1   Setting or Changing Your Site ID

The first time you log into DEERS, you need to enter your Site ID so that it appears in the DEERS Login dialog box. You should only have to do this once. (If you do not know your Site ID, ask your DMDC point of contact for help.)

To set or change your Site ID:

1. Click Settings on the DEERS Login dialog box. The Site ID dialog box appears.

2. Type your Site ID in the Site ID field, and then click OK to close the Site ID dialog box. (In the above diagram, 777777 is only an example.)

    The DEERS Login box shows your new Site ID.

3.1.2   Logging into DEERS

1. In the DEERS Login dialog box, type your DEERS Login and Password in their respective fields. (The "tjttxxx" login is only an example.)

2. Click OK. (If you enter your Login or Password incorrectly, you receive an error message. Click OK to dismiss the error message. Return to step 1.)

    Note: You can attempt to login a **maximum of three times**. If your third attempt is unsuccessful, your password is suspended. Ask your DMDC Tools Point of Contact to reset your password. (When your password has been reset, you must change it when you next log in to DEERS.)

3. If a DMDC Generated Bulletin window appears, read the bulletin, and then click OK to close the window.
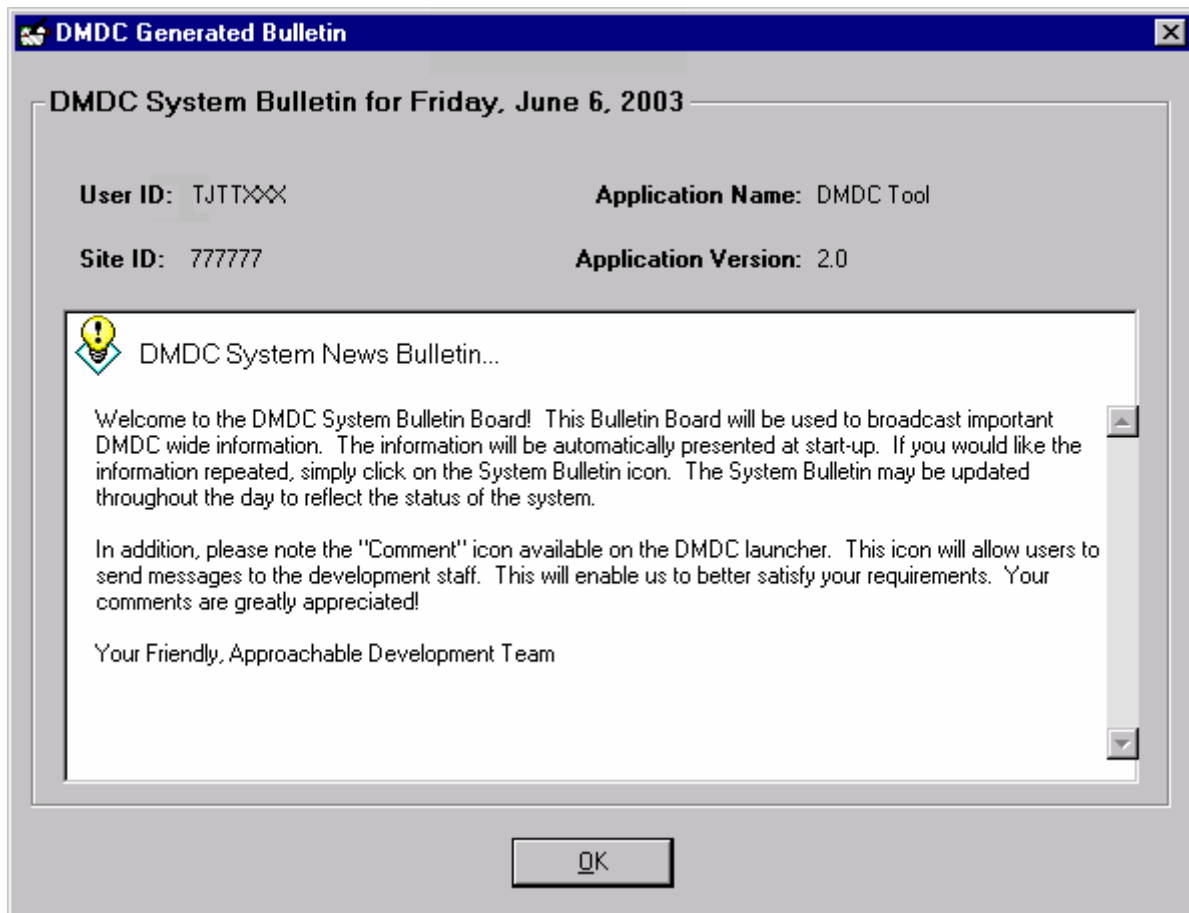
The DMDC Tools toolbar appears.

For additional help with logging into DMDC Tools, please see the user manual for DMDC Tools.

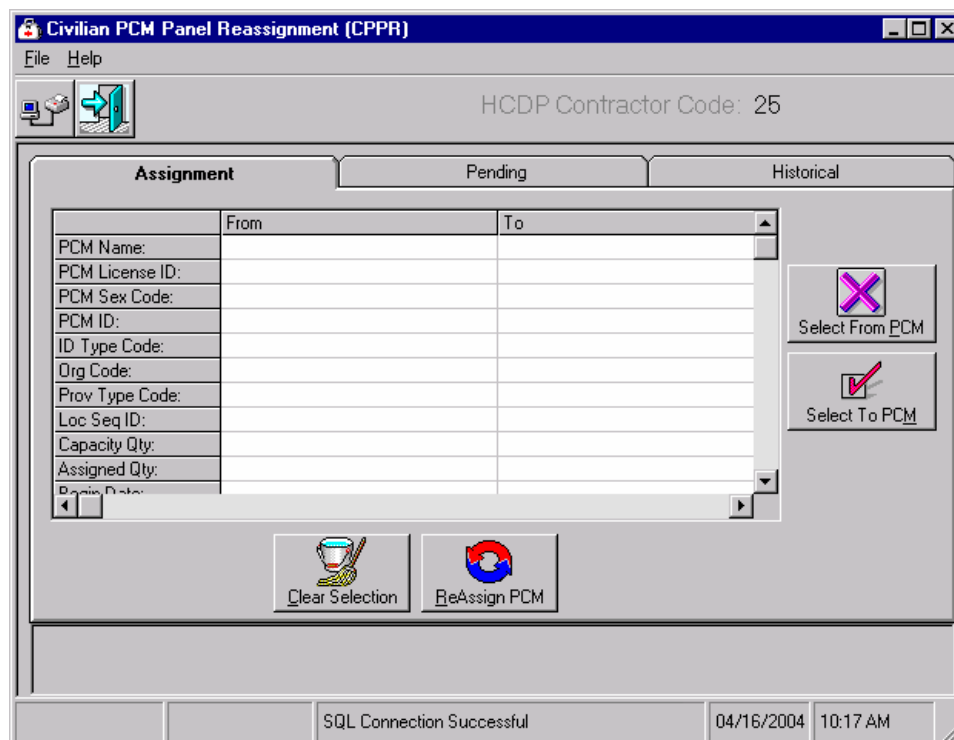## 3.2   Starting the Civilian PCM Panel Reassignment Application

To start the Civilian PCM Panel Reassignment Application:

▶   Click the CPPR icon on the DMDC Tools toolbar.

>   **Note:** Depending on your configuration, your DMDC Tools toolbar may contain a different set of icons than those shown above.

The Civilian PCM Panel Reassignment Application window opens.

4   Reassigning a Civilian PCM Panel

The Civilian PCM Panel Reassignment Application reassigns enrollees from and to PCMs related to your HCDP Contractor Code. Your HCDP Contractor Code appears at the top of the application's main window.

Note: Your HCDP Contractor Code is associated with your Site ID. Internal DMDC users can change their HCDP Contractor Code in the application by double-clicking the code at the top of the window and typing a valid code in the dialog box that appears.

The steps for reassigning a civilian PCM panel are:

1. Select the PCM whose panel you want to reassign. See 4.1, "Selecting the From PCM" on page 7.

2. Select the PCM to whom you want to reassign the panel. See 4.2, "Selecting the To PCM" on page 11.

3. Initiate the civilian PCM panel reassignment. See 4.4, "Initiating the Civilian PCM Panel Reassignment" on page 12.

4.1 Selecting the From PCM

The "From PCM" is the PCM whose panel you want to reassign. To select the From PCM, query the database using information about the PCM and then choose the appropriate PCM from the query results:

1. On the Assignment tab on the application's main window, click Select From PCM. (Alternately, you can double-click anywhere in the From column on the Assignment tab.)
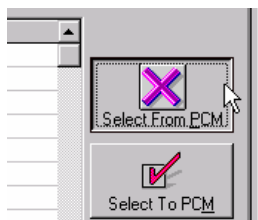
The Civilian PCM Selection window opens.

2. Decide on the PCM information with which you will search the database. (See 4.1.1, "Selecting PCM Query Criteria" on page 9 for more information.)

3. Enter your query criteria in the fields at the top of the Civilian PCM Selection window. (See 4.1.2, "Entering PCM Query Criteria" on page 9 for details.)

4. Click Search. The application queries the database, and then displays the first 100 PCMs that match the search criteria and whose Org Code matches your site's HCDP Contractor Code or your "old"

HCDP Contractor Code. (The current HCDP Contractor Codes are 25, 26, and 27, which correspond respectively to the old codes of 02, 03, and 07.) Each column in the list represents a PCM.

A message warns you when your query attempts to return more than 100 matching PCMs.

Note: The application returns only From PCMs that have enrollees. That is, their Assigned Qty is greater than zero.

5. Locate the appropriate PCM in the list.

    Note: You can resize the displayed columns as necessary. If you resize a column and then select it, all of the columns adopt the new width. This column width preference is shared with the Pending tab and the Historical tab on the main window, and the preference is retained for when you run the application in the future.

    (If the PCM you are seeking is not in the list, modify your query criteria and search again.)

6. Click the PCM's column to select the PCM, and then click OK. (Alternatively, simply double-click anywhere in the column.)

    The Civilian PCM Selection window closes, and the selected PCM appears in the From column on the Civilian PCM Panel Reassignment Application main window.

4.1.1 Selecting PCM Query Criteria

Carefully consider the query criteria to enter in the fields at the top of the Civilian PCM Selection window. Provide enough information to limit the number of PCM records matched without excluding the record you are seeking.

When choosing your query criteria, keep the following in mind:

- A search with broad criteria—such as only the PCM's last name—is likely to return many records, which you must manually examine to find the record you are seeking. Such a search could also exceed the maximum of 100 records returned. Narrow your search by including additional criteria, such as the PCM's ZIP Code or Group Name.

- The Civilian PCM Panel Reassignment Application returns only records containing information that matches <u>all</u> of your search criteria. For example, if you search for a PCM located in California whose name is Doe, you will not find a PCM in another state whose name is Doe or a PCM with a different name located in California.

- The application does not query fields that you leave blank. For example, if you leave the ZIP Code field blank, the application returns PCM records that match your other search criteria <u>and</u> contain any ZIP Code (including no ZIP Code).

- The information you possess—or the information in the database—may be inaccurate or out of date. For example, if you type "Doe" in the PCM Name field, but the record you are seeking contains the spelling "Dough," the application will not retrieve the record. Also, consider that a PCM's information can change (such as the PCM's telephone number).

- You can type <u>part of</u> the PCM's name in the PCM Name field. For example, if you type only "do" in the PCM Name field, the application returns records that match your other search criteria and contain names with "do" in them (such as Doe, Dough, and Amador). Similarly, you can type part of the PCM's group name in the Group Name field.

    Note: Query fields in the Civilian PCM Selection window are not case sensitive. In other words, you do not have to use capital letters.

4.1.2 Entering PCM Query Criteria

To enter your query criteria in the fields at the top of the Civilian PCM Selection window, perform the following steps for each criteria element:

1. To include the PCM's ID in the query criteria, type it in the PCM ID field.

2. To include the PCM's ID Type Code in the query criteria:

    a. Click in the ID Type Code field and click Browse.

    b.   In the list that appears, select the appropriate code, and click OK. (Alternatively, you can simply double-click the code.)

Note: If you know the ID Type Code, you can select it directly from the dropdown list in the field without opening the browse list.

3. To include the PCM's name in the query criteria, type at least two letters of the name in the PCM Name field. When including the PCM's name in your search criteria, keep the following in mind:

- The application will return records with names that <u>contain</u> the group of letters you type in the Name field.

- The database stores PCM Names in the format LAST,FIRST[MI]. There is no space between the first and last names. The optional middle initial is preceded by a space, but is not followed by a period. For example, "PETERS,ARTHUR J". To successfully locate this PCM, you must type some part of the name exactly as it appears in the database (case notwithstanding), such as "peters,art".

- A PCM's name can contain spaces, such as in "SANTOS,MARY ANN".

4. To include the PCM's city in the query criteria, type at least the first two letters of the city name in the City Name field.

5. To include the PCM's state in the query criteria:

    a.   Click in the State Code field and click Browse.

    b.   In the list that appears, select the appropriate two-letter state code, and click OK. (Alternatively, you can simply double-click the state.)

Note: If you know the two-letter state code, you can select it directly from the dropdown list in the field without opening the browse list.

6. To include the PCM's ZIP Code in the query criteria, type at least the first three digits of the five-digit code in the ZIP Code field.

7. To include the PCM's telephone number in the query criteria, type the number in the Telephone No. field. Do not type parentheses or dashes. When you click outside the field, the application automatically converts the number to the format (000)-000-0000 0000, adding zeros to the end, if necessary.

   If you delete the telephone number and then click outside the field, the field displays (000)-000-0000 0000, and the application will not consider the telephone number in the search.

8. To include the PCM's gender in the query criteria:

    a.   Click in the Gender Code field and click Browse.

    b.   In the list that appears, select the appropriate code (F for female, M for male, or Z for Unknown), and click OK. (Alternatively, you can simply double-click the code.)

Note: You can select the gender code directly from the dropdown list in the field without opening the browse list. If you select Z (Unknown), the application will return male and female PCMs, as well as those with undesignated gender codes.

9. To include the PCM's medical specialty:

    a.   Click in the Specialty Code field and click Browse.

    b.   In the list that appears, select the appropriate code, and click OK. (Alternatively, you can simply double-click the code.)

>   **Note:** If you know the specialty code, you can select it directly from the dropdown list in the field without opening the browse list.

>   **Caution:** When you select a From PCM by specialty, the application will reassign the PCM's <u>entire panel</u>—irrespective of specialty—to the To PCM.

10. To include the PCM's license number in the query criteria, type the number in the License No. field.

11. To include the PCM's group name in the query criteria, type all or part of the name in the Group Name field. The application will return records with group names that <u>contain</u> the set of letters you type in the Group Name field.

>   **Note:** To clear all of the query criteria fields, click Clear at the bottom of the window.

4.2   Selecting the To PCM

The "To PCM" is the PCM to whom you want to reassign the From PCM's panel. Selecting the To PCM is similar to selecting the From PCM. Follow the instructions for selecting the From PCM (see 4.1, "Selecting the From PCM" on page 7), noting these differences:

- Begin by clicking Select To PCM on the Assignment tab, instead of clicking Select From PCM. (Alternately, you can double-click anywhere in the To column on the Assignment tab.)

- The application returns only To PCMs that have an Org Code that matches your "new" HCDP Contractor Code: 25, 26, or 27 (and not the corresponding "old" codes of 02, 03, and 07).

- The application returns only To PCMs that have an available capacity (that is, their Capacity Qty is greater than their Assigned Qty).

- The application returns only To PCMs that do not have an End Date.

- When you choose a PCM from the Civilian PCM Selection window, a dialog box prompts you to select the Effective Date for the reassignment. The date must be between 60 days in the past and 90 days in the future, and the date must be on or after the To PCM's Location Begin Date. Edit the default (today's date) as necessary, and click OK.
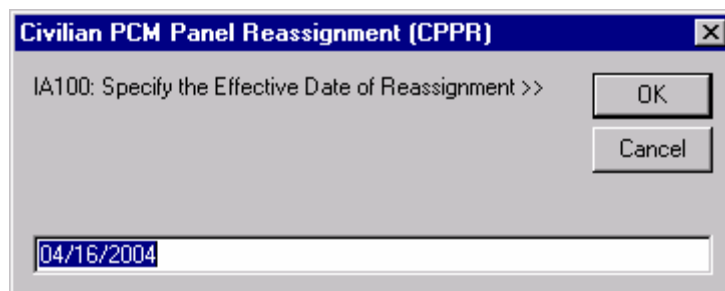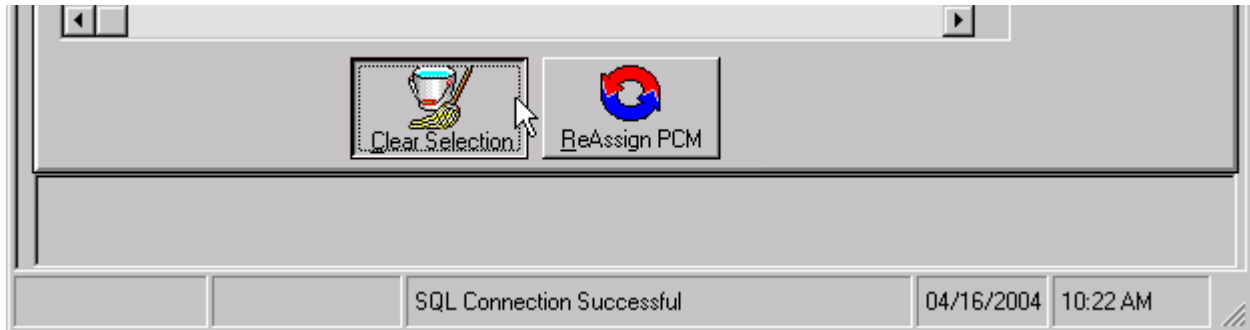

- The selected PCM appears in the To column (rather than the From column) on the Civilian PCM Panel Reassignment Application main window.

4.3   Clearing PCM Selections

You must clear your From and To PCM selections to access other tabs in the application or if you decide not to reassign the panel.

▶   To clear your From and To PCM selections, click Clear Selection.
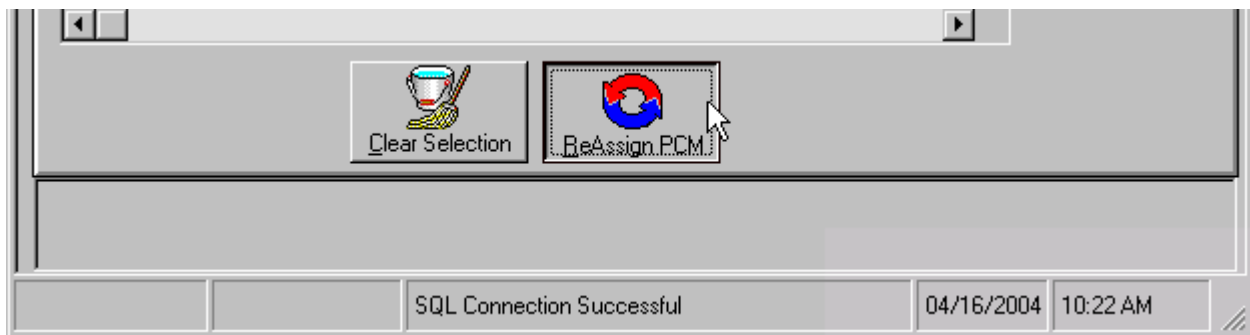

Both the To PCM and the From PCM are immediately removed from the Assignment tab.

4.4   Initiating the Civilian PCM Panel Reassignment

When you have selected the From PCM and the To PCM, you must initiate the reassignment to post the request.

▶   To initiate the reassignment, click ReAssign PCM.

If there any errors, an error message appears. Correct the condition and try the reassignment again. The conditions you must meet are:

- You must select a From PCM and a To PCM. That is, neither can be blank.

- The To PCM cannot be the same as the From PCM.

- The From PCM cannot be specified as the To PCM in a pending request, and neither the From PCM nor the To PCM can be specified as the From PCM in a pending request. See Section 5, "Viewing and Canceling Pending Reassignment Requests" on page 14.

- The From PCM's Assigned Qty plus the To PCM's Assigned Qty cannot exceed the To PCM's Capacity Qty.

If there are no errors, a confirmation dialog box appears. Click OK to dismiss it.
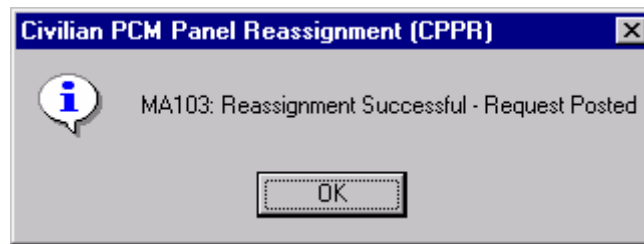
You can now view your request on the Pending tab (see Section 5, "Viewing and Canceling Pending Reassignment Requests" on page 14).

5   Viewing and Canceling Pending Reassignment Requests

Pending reassignment requests are requests that the application's corresponding batch process has not yet processed. These requests appear on the Pending tab in the Civilian PCM Panel Reassignment Application. When the batch process has processed a pending request (successfully or unsuccessfully) or when a user has canceled a request, the request appears on the Historical tab (see Section 6, "Viewing Historical Reassignment Requests" on page 16).

▶   To view pending reassignment requests, click the Pending tab.

The Pending tab displays all pending panel reassignment requests where the From Org Code or the To Org Code matches your site's HCDP Contractor Code. Note that the Civilian PCM Panel Reassignment Application automatically converts "old" HCDP Contractor Codes to the new ones. That is, 02 becomes 25, 03 becomes 26, and 07 becomes 27.

Note: You can resize the displayed columns as necessary. If you resize a column and then select it, all of the columns adopt the new width. This column width preference is shared with the Historical tab on the main window and the Civilian PCM Selection window, and the preference is retained for when you run the application in the future.

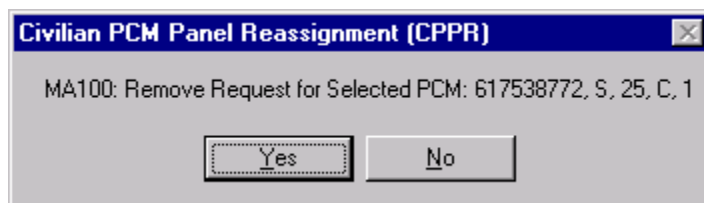For each pending request, the tab displays a column with the following information:

- The first four fields show information about the user that submitted the request.

- The next four fields show information about the request itself. (Note that the Asg Status Code is 0, indicating that the assignment has not yet been processed.)

- The next two groups of fields display details about the From PCM and the To PCM.

▶ To cancel a pending reassignment request:

1. Click the request to select it, and then click Remove at the right of the Pending tab.

A confirmation dialog box opens.

Civilian PCM Panel Reassignment (CPPR)

MA100: Remove Request for Selected PCM: 617538772, S, 25, C, 1

Yes   No

2. Click Yes. The request is moved to the Historical tab with the request's Asg Status Code set to 1, indicating that a user canceled the request. (See Section 6, "Viewing Historical Reassignment Requests" on page 16.)

Note: You can cancel a pending reassignment request only if you initiated it. That is, your User ID, Site ID, and HCDP Contractor Code must match those of the user who initiated the request.

6   Viewing Historical Reassignment Requests

When the batch process has successfully or unsuccessfully processed a pending request (see Section 5, "Viewing and Canceling Pending Reassignment Requests" on page 14), or when a user cancels a request, the request appears on the Historical tab.

▶   To view historical reassignment requests, click the Historical tab. The requests display in descending order by transaction date (Txn Date). You cannot delete or modify the requests on this tab.

	27	28	29
HCDP Contractor Code:	25	25	25
User ID:	23635	23635	23635
Site ID:	400100	400100	400100
Run ID:	0	0	0
Loc Begin Date:	04/16/2004	04/12/2004	04/12/2004
Asg Status Code:	1	2	2
Txn Quantity:	0	0	0
Txn Date:	04/16/2004	04/12/2004	04/12/2004
From PCM Name:	MYERS,KYLE R	BECKER,VINCENT R	MICHAELS,CORY T
From PCM License ID:			
From PCM Sex Code:	M	M	Z
From PCM ID:	617538772	620533809	340538522
From ID Type Code:	S	S	S
From Org Code:	25	25	25
From Prov Type Code:	C	C	C
From Loc Seq ID:	1	1	1
From Capacity Qty:	400	300	550
From Assigned Qty:	387	265	205
From Begin Date:	01/01/1992	08/01/1992	01/01/1992
From End Date:			
From Group Name:	BEST HEALTH GROUP	MT CARMEL MEDICAL	BEST HEALTH GROUP
From PCM Telephone:	83155522810168	21355575380000	83155522810165
To PCM Name:	PETERS,BRYAN O	CHOY,ROBERT M	MINELLI,LINDSAY S
To PCM License ID:			
To PCM Sex Code:	M	M	Z
To PCM ID:	527541315	877538202	786198295
To ID Type Code:	S	S	S
To Org Code:	25	25	25
To Prov Type Code:	C	C	C
To Loc Seq ID:	2	1	1
To Capacity Qty:	875	1150	500
To Assigned Qty:	423	820	221
To Begin Date:	02/01/1996	12/01/2003	05/01/2002
To End Date:			
To Group Name:	SANTA CRUZ HEALTH	MT CARMEL MEDICAL	MINELLI,LINDSAY S
To PCM Telephone:	83155522740000	21355587000000	83155561980000

The Historical tab displays all historical panel reassignment requests where the From Org Code or the To Org Code matches your site's HCDP Contractor Code. Note that the Civilian PCM Panel Reassignment Application automatically converts "old" HCDP Contractor Codes to the new ones. That is, 02 becomes 25, 03 becomes 26, and 07 becomes 27.

Note: You can resize the displayed columns as necessary. If you resize a column and then select it, all of the columns adopt the new width. This column width preference is shared with the Pending tab on the main window and the Civilian PCM Selection window, and the preference is retained for when you run the application in the future.

For each request, the Historical tab displays a column with the following information:

- The first four fields show information about the user that submitted the request.

- The next four fields show information about the request itself. For the Asg Status Code field:

  1 indicates that a user canceled the request,

  2 indicates that the batch process has successfully processed the request,

  3 or higher indicates that the batch process did not successfully process the request.

- The next two groups of fields display details about the From PCM and the To PCM.

7   Printing the Screen

When you are viewing any tab in the Civilian PCM Panel Reassignment Application, you can print the contents of your screen to your default printer.

▶   To print the screen, click the Print Screen button on the toolbar (or select Print Screen from the File menu).
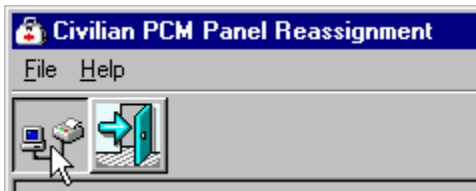
The contents of your screen are directed to your default printer.

Note: The Print Screen function prints your entire screen, not just the Civilian PCM Panel Reassignment Application window. For best results, maximize the application window before printing.

8   Accessing Help

8.1   Displaying Help Topics

In addition to this help guide, the Civilian PCM Panel Reassignment Application includes online help. The online help topics contain the same information that is in this guide. To display the help topics:

▶   In the main window of the Civilian PCM Panel Reassignment Application, select Civilian PCM Panel Reassignment Help Topics from the Help menu.
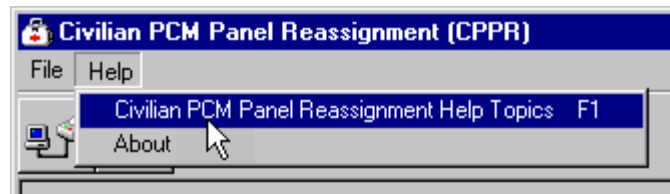
(From the Civilian PCM Selection window, you can press F1 to access the online help.)

The Help window opens and displays the table of contents for the online help.

8.2   Obtaining Telephone Support

If you require further assistance with the Civilian PCM Panel Reassignment Application, you can contact the DMDC/DEERS Support Center by telephone 24 hours a day, 7 days a week. The toll-free telephone number is **1-800-538-9522**. From the automatic response system, press 3 for assistance with TRICARE Next Generation applications.

8.3 Displaying Application Information

You can display the version and release information for the Civilian PCM Panel Reassignment Application.

1. In the main window of the Civilian PCM Panel Reassignment Application, select About from the Help menu.

The About CPPR window opens, displaying information about the version and release of the Civilian PCM Panel Reassignment Application.

Note: Your About CPPR window may display different version numbers than those shown in the example below.
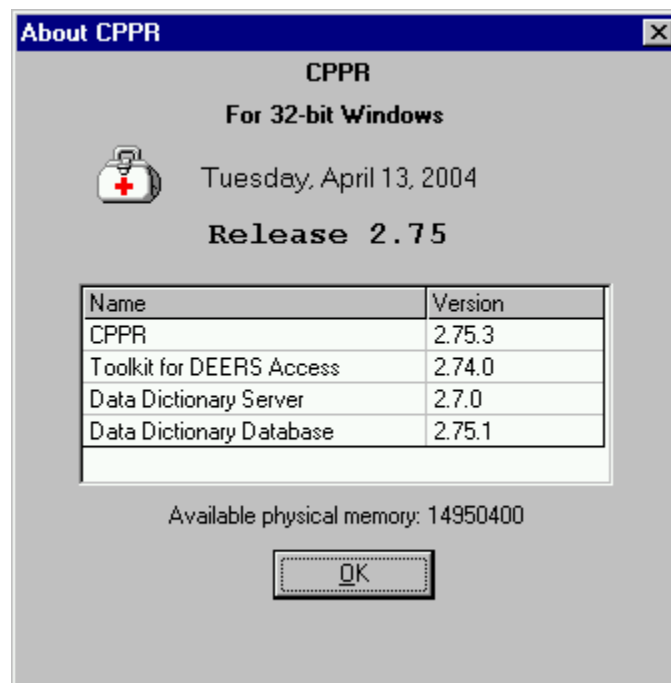

2. Click OK to close the About CPPR window and return to the main window.

9　Exiting the Civilian PCM Panel Reassignment Application and DMDC Tools

9.1　Exiting the Civilian PCM Panel Reassignment Application

As part of your responsibility to prevent unauthorized access to sensitive information, you must exit all DMDC Tools applications and the DMDC Tools toolbar when you are finished using the tools or before you leave your computer unattended, even for a short period. (See 9.2, "Exiting DMDC Tools" below for more details.)

▶　To exit the Civilian PCM Panel Reassignment Application, click Exit on the toolbar (or select Exit from the File menu).
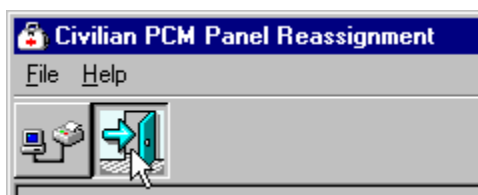
　　　The application closes.

9.2　Exiting DMDC Tools

To prevent unauthorized access, exit all DMDC Tools applications (including the Civilian PCM Panel Reassignment Application) and exit the DMDC Tools toolbar when you are finished using the tools or before you leave your computer unattended, even for a short period.

To exit DMDC Tools:

1.　Exit all DMDC Tools applications by clicking the Exit button located on the toolbar of most DMDC Tools applications (or select Exit from the File menu on each application).

　　Caution: If any DMDC Tools application is open, you remain logged on to DMDC Tools, even when you exit the toolbar application.

2.　Click the Exit button on the DMDC Tools toolbar.

　　　The toolbar closes.

Appendix: Error Messages

The following is a list of error messages with their descriptions and solutions. If the suggested solution does not resolve the error, contact your DMDC Tools representative or the DMDC/DEERS Support Center (see 8.2, "Obtaining Telephone Support" on page 19).

Error Message	Description	Solution
Database Related Errors		
DB200: Connection to Database was Unsuccessful	See Error Message.	Contact the DEERS Support Center to log a help ticket.
DB500: New environment: Define connection in basODBC	See Error Message.	Contact the DEERS Support Center to log a help ticket.
Application Errors		
EA101: Only Contractor Code XX can Remove this Request	Only the originating user (with the HCDP Contractor Code shown) can cancel a request on the Pending tab.	You cannot cancel the request. Contact the originating user to remove the request.
EA102: Only User ID XXXXXXX can Remove this Request	Only the originating user (with the User ID shown) can cancel a request on the Pending tab.	You cannot cancel the request. Contact the originating user to remove the request.
EA103: Only Site XXXXXX can Remove this Request	Only the originating user (with the Site ID shown) can cancel a request on the Pending tab.	You cannot cancel the request. Contact the originating user to remove the request.
EA200: A Valid PCM's Location Begin Date is Required	When specifying the Effective Date (see 4.2, "Selecting the To PCM" on page 11), you did not type a valid date.	Type a date in the format MM/DD/YYYY.
EA201: A PCM's Location Begin Date Can Not Exceed 60 days in the Past	See Error Message.	Type a valid date between 60 days in the past and 90 days in the future.
EA202: A PCM's Location Begin Date Can Not Exceed 90 days in the Future	See Error Message.	Type a valid date between 60 days in the past and 90 days in the future.
EA203: Reassignment Date Must be On or After PCM's Location Begin Date	See Error Message.	Type a valid date that is on or after the To PCM's Location Begin Date.
EA300: Remove One Request at a Given Time	On the Pending tab, you can cancel only one request at a time.	Click one request to select it, then click Remove.

Error Message	Description	Solution
EA301: PCM Must be Selected	On the Pending tab, you must select a request to cancel it.	Click one request to select it, then click Remove.
EA302: Both PCMs Must be Specified	See Error Message.	Choose a From PCM and a To PCM before initiating a request.
EA303: 'From' & 'To' PCMs Must be Different	See Error Message.	Select a To PCM that is different than the From PCM.
EA304: 'From' PCM's Assigned Amount Exceeds 'To' PCM's Remaining Capacity	See Error Message.	Select a To PCM for which the To PCM's Assigned Qty plus the From PCM's Assigned Qty does not exceed the To PCM's Capacity Qty.
EA305: 'From' PCM Already has a Pending Reassignment Request	See Error Message.	Cancel the pending request, or wait for it to be processed.
EA306: 'To' PCM Already has a Pending Reassignment Request	See Error Message.	Cancel the pending request, or wait for it to be processed.
EA307: From' & 'To' PCMs Must Have the Same Provider Type	See Error Message.	Select a To PCM and a From PCM with the same Prov Type Code.
Errors related to viewing requests on the Pending and History tabs		
EA400: Corresponding PCM PLOC Data (PCM ID: XXXXXXXXX) – No Longer Exists	Some information relating to the PCM will not display since it has been removed from the database.	No action required.
EA401: Corresponding PCM ORG Data (PCM ID: XXXXXXXXX) –No Longer Exists in the PCM_ORG Table	Some information relating to the PCM will not display since it has been removed from the database.	No action required.
Application-Specific Messages		
MA102: Removal Failed – Reassignment Request is Still Pending	See Error Message.	You cannot cancel the selected request.
MA104: Reassignment Failed – Reinstating a Previous Request	A previously canceled request has been reinstated to replace your new request.	Click OK to close the message. No error has occurred.
MA105: Reassignment Successful – Existing Request Reinstated	A previously canceled request has been reinstated to replace your new request.	Click OK to close the message. No error has occurred.
MA106: Reassignment Failed – Request Not Processed	See Error Message.	You cannot perform the reassignment.

Error Message	Description	Solution
MA107: All Specialties at the Provider Location will be Reassigned	Although you selected a From PCM by specialty, the application will reassign the PCM's <u>entire panel</u>—irrespective of specialty—to the To PCM	Be sure you intend to reassign the PCM's entire panel to the To PCM before you initiate the request.
MA120: No Records Found for the Given Selection Criteria	There are no requests to display on the tab you have chosen to view.	Click OK to close the message. No error has occurred.
MA200: New Assignment Request Initiated - Complete Assignment Request and Press [ReAssign PCM] Or - Remove Specified Assignment Request by Pressing [Clear Selection]	See Error Message.	Complete the request or clear both the From PCM and the To PCM from the Assignment tab before viewing other tabs.